



State of Tennessee Department of Children's Services

Administrative Policies and Procedures: 7.12

Subject: Records and Information Management

Supersedes: DCS 7.12, 01/01/04

Local Policy: No

Local Procedures: No

Training Required: No

Applicable Practice Model Standard(s): Yes

Approved by:

Effective date: 05/01/99

Revision date: 04/01/05

Application

To All Department of Children's Services (DCS) Employees

Authority: TCA 10-7-301, TCA 10-7-304, TCA 37-5-106

Policy

DCS will develop efficient records management policies and operating procedures governing the disposition of departmental record holdings in all media.

Procedures

A. Annual Plan

1. DCS management will ensure that efficient and cost effective records and information management procedures and systems are designed to make records readily accessible, protect the safety and integrity of documents and data, eliminate paper and electronic clutter, minimize and consolidate form usage, reduce operating costs, lessen storage requirements, free up memory capacity, and ensure compliance with legal and statutory requirements.
2. A Records Management Plan addressing business record management goals, strategies, and measurements, will be reviewed by the DCS Core Leadership Team (CLT) and submitted to the Public Records Commission (PRC) annually.

B. Office of Records Management

The Office Of Records Management, by direction of the Commissioner, will be the primary records and information management unit for DCS, and will perform the following responsibilities:

1. Develop and maintain an active records management program.
2. Develop policies and assist in the establishment of approved record retention schedules for all DCS divisions, regional offices, and juvenile justice facilities.
3. Maintain current retention schedules, Record Disposition Authorizations (RDAs) and comprehensive inventories, regardless of media, for DCS records stored in both on-site and off-site state and non-state owned buildings.
4. Represent DCS before the PRC regarding departmental records management policies and procedures and requests for record dispositions.
5. Coordinate activities to increase records management awareness and training for agency employees.
6. Assist in identifying and preserving historical records.
7. Assist in identifying vital records critical to disaster recovery and contingency planning.
8. Serve in an advisory capacity for information systems that store, retrieve, report, and review client information.
9. Assist DCS divisions, regional offices, and juvenile justice facilities with destruction, off-site storage, and disaster recovery services.
10. Prepare annual records management plan and related reports (e.g., records holding, operation roundfile, etc.).
11. Serve as agency liaison on records management issues.

C. Records Officer

The department records officer (DRO), as designated by the Commissioner, will coordinate retention schedule requests with the records management division of the department of general services and assist in the development of DCS records management policies and procedures.

D. Records &

The DCS records management policy and RDA review

**Information
Management
Policy & RDA
Review
Committee**

committee, shall be composed of staff selected by the Commissioner, or designee, to include, but not limited to, the DRO, forms officer, and information system analyst. The committee will review and evaluate RDA requests and records policies and procedures. When a RDA request for child welfare or juvenile justice records is under consideration a representative from the appropriate program area shall serve as a voting member of the committee. The Director of the Office of Records Management will serve as chairperson of the committee.

Forms

None

Collateral Documents

None

Standards

ACA 3-JTS-1F-01

ACA 3-JCRF-1F-01

DCS Practice Model Standard- 8-306